



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts March 1, 2014

I received exceptional service today at the Round House Café. I was waiting at the stir fry area and no one was behind the counter for several minutes when Tina came over from the grill area to assist. It wasn't her area, but she stepped up to assist. She was very friend and polite and apologized several times for the wait. I just wanted to let you know that you have some really outstanding employees working at the Round House Café. Thank you for the positive feedback and we will be sure to pass it along to Tina. In addition to working the grill, deli and every station, she also handles all of our catering. Thanks again for sharing.

Seems like the Café hosted some rather large events in February (Ag Lease Payouts, ECEC Teachers, Ethics Class Training Lunches, etc.) and I always seemed to get stuck in the lines. Wish you could give the rest of us a heads up when you know the groups are coming so we could come earlier or later. We were fortunate to host many large groups in February and had extra staff on hand to help, especially at the grill where lines were the longest. Fifteen minutes is a long time to wait for lunch, especially if your break is only 30 minutes long. Unfortunately, it's hard to predict when groups will break for lunch due to the uncertainty of their class schedules. But it's a good suggestion, and we will try to do what we can, going forward, in letting customers know about large groups.

I ordered an Angus patty with refried beans and steamed vegetables from the grill. I went directly back to my desk to eat, but the refried beans were cold and the steamed veggies were lukewarm at best. You need to check the temps at your grill. Cold refried beans are very unappealing. Thank you for the feedback. We take temperatures of everything we serve, three times during lunch to help insure it is at the proper serving temperature. Perhaps the staff didn't stir the beans or vegetables, as the top can be cooler than the middle. We gave you a coupon for a future visit and double checked the holding temps for the items at the grill station.

Who opens and closes the outside restrooms? I bring my kids to play after I get off work and sometimes they need to use the restroom so I have to take them all the way to the Shell gas station on Indian School or to the smoke shop on McDowell. Why don't they keep them open till 9 or 10 pm? Thanks for asking. Because of several incidents of vandalism, it was decided that the outdoor bathrooms be closed and/or locked at all times unless a group has a permit to use the park for an event and requests they be open. The vandalism included one Sunday when some youth filled both toilets with rocks and clay; plus spray painting, etching; etc. It's one of those cases where "the few" have spoiled it for "the many." Hope this information helps.

Looked like a temp worker behind the line getting their own food with one chef guy helping while there was like 10 customers in line at the grill waiting to order. Why does the worker get fed behind the line while the paying customers have to wait? I thought the workers weren't supposed to serve themselves, but wait in line like the customers? Especially when there's a line. Our apologies and thank you for letting us know. You are correct, and all parties involved were counseled and re-trained. We'll do better.

Thank you for the excellent service and food at the Fatherhood Ball the Café catered at the Community Center. We had many complements on the menu items served. Stand assured everything was excellent. Thank you for the kind words. We shared them with our chefs and serving staff. We appreciate you using the Café for your event. Glad to help.

Thank you for switching to foam containers for the hot food. I won't burn my hands anymore!...and...I like the new foam container, but grease from the French fries melted mine today. Can something be done about that? Thanks for the feedback. The Café makes every effort to stay as green as possible. It became necessary to use foam containers for hot foods for several reasons. The compostable fiberboard containers were not recyclable, very expensive and their cost kept going up. We switched to the clear plastic, which is recyclable and a little less expensive, but received numerous complaints about the containers either melting or being too hot for people to easily hold. While foam isn't recyclable, it is certainly less expensive, and they do not become too hot to hold. The staff has been instructed to place paper liners in the foam containers to avoid any further "melting" issues. Thanks again for your support.

What happened to the evening meals the Café had in the past? I enjoyed bring my grandkids. Will you have them again? Thanks for asking. Despite intense marketing (Public Works mail drops; Au Authm News ads; flyers for school children to take home, etc.) interest in the evening meals steadily decreased over time and resulted in lower guest counts during the 18 months or so we tried them. That was the main reason – a simple loss of interest. We will still have an annual "Native American Days" evening meal. As to other future events – we've learned to "never say never" – but probably only for special events going forward. Thanks for your interest.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Can I get the recipe for the Denver Cumin-pepper-rubbed steak and roasted red potatoes? (Yes – we passed it along)
- Starbucks chilled coffee in bottle was beyond expiration date (We checked and pulled several out of date. Thank you!)
- I really appreciate the smiling faces of the two new female cashiers (April and Mariah have excellent customer service skills!)
- Navy Bean and Bacon Soup is delicious. Thank you!...and...Bought two bowls of Beer Cheese soup to take home. Yummy.
- Person making my breakfast burrito was grumpy and used hash brown scrapings instead of fresh
- Souvlaki was OK – pork seemed dry; Tzatziki Sauce was too thick – didn't taste much cucumber; Grape leaves yummy
- Kudos on the Red Beef Chili combo. Keep up the good work...and...Keep the spicy (India) foods coming. Thank you!
- Could the Café serve Greek Yogurt? (Sure – watch for it soon)
- Pitted Beef excellent...Turkey Burgers outstanding (two comments)...Love the tater tots...More grab 'n goes please
- Café can be pricey at times...and...Food and prices are good; at least reasonable
- Get the daily chili often...today's had a "bite" to it...wish it was always a little spicier like that
- Chicken Curry Soup is fantastic...could we get baked fries at the grill...My Monte Cristo sandwich was soggy
- LOVE the high top tables for two! Thank you for getting those!
- Splenda always seems to be out and napkins are out a lot. Somebody needs to refill, especially during lunch
- Is it possible to get soda cups that don't sweat with condensation? (Good idea. Stay tuned...)
- Thank you for fixing things right away when they are wrong

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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